

## PAST PERFORMANCE QUESTIONNAIRE

### PART ONE: INSTRUCTIONS

The company who has provided you with this form is proposing on a Defense Finance and Accounting Service solicitation to provide Department of Defense Military Retired and Annuity Pay services. Past Performance is an extremely important part of the evaluation criteria for this acquisition, so your input is very important. The questionnaire should be filled out, placed in a sealed envelope, and returned back to the company. The company will then forward the sealed envelopes to the Government with their proposal for evaluation. **This information will not be disclosed to the offeror.** Please provide an **honest assessment** and return the questionnaire to the contractor in a sealed envelope. If you have questions, please contact **Mr. Dave Brown at (703) 607-5706**.

### PART TWO: GENERAL INFORMATION

#### 1. OFFEROR'S NAME AND ADDRESS

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#### 2. CUSTOMER ORGANIZATION

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#### 3. CONTRACT NUMBER: \_\_\_\_\_

#### 2a. EVALUATOR

#### 4. CONTRACT VALUE (Circle One):

<\$1 million      >\$5 million      >\$20 mil.

NAME: \_\_\_\_\_

TITLE: \_\_\_\_\_

PHONE NO: \_\_\_\_\_

#### 5. CONTRACT AWARD DATE:

\_\_\_\_ / \_\_\_\_ / \_\_\_\_

#### 6. CONTRACT COMPLETION DATE:

\_\_\_\_ / \_\_\_\_ / \_\_\_\_

#### 7. CONTRACT TYPE (Circle All That Apply):

FP      CPFF      CPAF      OTHER

#### 8. COMPLEXITY OF WORK (Circle One Response):

DIFFICULT      ROUTINE

**PART TWO: GENERAL INFORMATION CONTINUED****9. BRIEF DESCRIPTION OF YOUR CONTRACT REQUIREMENTS:**


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**PART THREE: OFFEROR PERFORMANCE RATING**

On the following pages, please summarize the offeror's performance in each rating factors. Each factor has a set of subfactors with four possible adjectival ratings. Determine the adjectival rating that most nearly represents your experience with this offeror and indicate your assessment by placing an "X" under the appropriate heading. Offeror performance factors are:

- A. QUALITY OF SERVICES/REPORTS**
- B. PROJECT MANAGEMENT - RESOURCE ALLOCATION**
- C. TIMELINESS OF PERFORMANCE**
- D. COST EFFECTIVENESS**

Adjectival ratings are defined below and should be used as a reference in assessing performance:

<b>OUTSTANDING =</b>	Offeror's performance significantly exceeded most or all contract requirements. Furthermore, the offer provided significant, unusual, unique, or worthwhile features or benefits and performance was of the highest quality. No risk anticipated with performance or customer satisfaction.
<b>BETTER=</b>	Offer's performance fully exceed many of the contract requirements. Offeror's performance has resulted in a high level of efficiency and productivity and quality. Very little risk anticipated with performance or lack of customer satisfaction.
<b>SATISFACTORY =</b>	Offer's performance met customer expectations or contract requirements. Some potential risk and lack of customer satisfaction anticipated based upon the offeror's past performance.
<b>MARGINAL =</b>	Offeror's performance was less than satisfactory and could have stood improvement. Significant potential risk and degradation of performance anticipated based upon the offer's past performance.
<b>NO PAST PERFORMANCE =</b>	No relevant past performance available for evaluation. Proposal receives no merit or demerit for this factor.

<b>A</b>	<b>QUALITY OF SERVICE</b>	<b>Outstanding</b>	<b>Better</b>	<b>Satisfact.</b>	<b>Marginal</b>	<b>Neutral</b>
1	Did the contractor deliver goods/perform services in a timely manner.					
2	Were the contractor's reports and documentation accurate, complete and submitted in a timely manner?					

<b>B</b>	<b>PROJECT MANAGEMENT</b>	<b>Outstanding</b>	<b>Better</b>	<b>Satisfact.</b>	<b>Marginal</b>	<b>Neutral</b>
1	Did the contractor provide effective contract management?					
2	Was the contractor able to solve contract performance problems without extensive guidance from counterparts?					
3	Were replacement personnel supplied by the contractor in a timely manner?					
4	How effective has the contractor been in understanding and responding to user requirements?					

<b>C</b>	<b>TIMELINESS OF PERFORMANCE</b>	<b>Outstanding</b>	<b>Better</b>	<b>Satisfact.</b>	<b>Marginal</b>	<b>Neutral</b>
1	Did the contractor adhere to contract delivery schedules?					

<b>D</b>	<b>COST EFFECTIVENESS</b>	<b>Outstanding</b>	<b>Better</b>	<b>Satisfact.</b>	<b>Marginal</b>	<b>Neutral</b>
1	To what extent did the contractor meet the cost estimate?					

### **PART THREE: OFFEROR PERFORMANCE RATING CONTINUED**

1. Has this contract been partially or completely terminated for default or convenience?

YES \_\_\_\_\_ Default \_\_\_\_\_ Convenience \_\_\_\_\_

NO \_\_\_\_\_

If yes, please explain (e.g. inability to meet cost, performance, or delivery schedules - also include contract number, name, address, and phone number of Terminating Contracting Officer - TCO).

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2. What was the contractor's greatest strength in the performance of the contract?

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3. What was the contractor's greatest weakness in the performance of the contract?

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4. Would you award another contract to this contractor?

YES \_\_\_\_\_ No \_\_\_\_\_

COMMENTS:

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#### **PART FOUR: EVALUATOR'S CERTIFICATION**

**I HEREBY CERTIFY THAT THE INFORMATION IN THIS FORM IS ACCURATE AND COMPLETE TO THE BEST OF MY KNOWLEDGE.**

\_\_\_\_\_  
**SIGNATURE OF EVALUATOR**

\_\_\_\_\_  
**TITLE OF EVALUATOR**

\_\_\_\_\_  
**DATE**